

## **Summary of Student Feedback Results for FY03 (October 1, 2002, to September 30, 2003)**

The Research and Evaluation Division (RED) of the Federal Law Enforcement Training Center (FLETC) biannually summarizes the feedback from graduates of four Center basic programs and the associated administrative services. Students who graduated between October 1, 2002, and September 30, 2003, (FY03) from the Criminal Investigator Training Program (CITP), the National Park Ranger Integrated (NPRI), the Natural Resources Police Training (NRPT), and the Mixed Basic Police Training Program (MBPTP) were asked 20 questions about their respective training programs and 35 questions about the FLETC administrative services.

This report presents the results and a summary analysis of the FY03 Student Feedback System (SFS), but does not attempt to identify the causes of changes in the training programs and administrative services. That activity is left to those who are close enough to the program or service to know what was done differently and how those differences may have affected student attitudes. The report is divided into two major parts: (1) an extensive set of charts and graphs that summarize the descriptive data and (2) a discussion of insights gleaned from the data. The latter is presented in this section of the report and includes a computation of the overall ratings, identification of measures that rose above or fell below the targeted baselines, and an analysis of trends indicated by significant changes from FY02 results. Calculations are based on valid responses for each question.

Table 1 illustrates student responses to the overall rating of the training (question 19) and overall rating for administrative services (question 35). Although students may have been satisfied with the programs overall, a few were less than satisfied with particular areas of individual programs.

**Table 1: Summary of FY03 Overall Ratings**

<b>Title of Program or Service</b>	<b>Net Satisfied</b>	<b>Net Unsatisfied</b>	<b>Total</b>
<b>CITP</b>	<b>99%</b>	<b>1%</b>	<b>2025</b>
<b>MBPTP</b>	<b>100%</b>	<b>0%</b>	<b>730</b>
<b>NPRI</b>	<b>95%</b>	<b>5%</b>	<b>151</b>
<b>NRPT</b>	<b>97%</b>	<b>3%</b>	<b>91</b>
<b>Administrative Services</b>	<b>99%</b>	<b>1%</b>	<b>6641</b>

## **BASELINE RATINGS AND SIGNIFICANT CHANGES**

The FLETC has established SFS baselines based on five years of data. Five years ago, two logical baselines were established to initialize the new reporting process. The first baseline illustrates the Center's commitment to zero tolerance of certain unacceptable behaviors, such as cheating on examinations, student conduct that disrupts learning in the classroom, or offensive or unwelcome sex-based language, conduct, etc. Accordingly, our standard is for a learning and living environment 100% free from such behavior. For all other measures, the baselines were initially set at 80%. These were logical baselines for the satisfaction scales, because 0.2 is the statistical probability for obtaining a negative response due to chance alone. With five consecutive years of data, these baselines will now be used as the FLETC standard in order to promote continuous improvement. Other baselines have been set to reflect current thinking in the discipline of testing. For example, experts agree that the time allowed for unspeeded (untimed) exams should allow at least 90% of students to complete the tests, otherwise more time should be given.

The analysis of significant changes from FY02 to FY03 was based upon the Kolmogorov-Smirnov test of statistical significance. This single statistical test assessed both changes in the distribution of responses (e.g., weak to strong degrees of agreement or disagreement) and shifts in the central tendency of the underlying dichotomous variables (overall agreement vs. disagreement, or satisfaction vs. dissatisfaction). The only trends discussed in detail below are those with changes that exceeded the test statistic at the 99% confidence level. At that level, the odds are only 1 in 100 that a change of such a magnitude should be attributed to chance. It should be noted that responses from a question could drop below the 80% baseline but have no statistically significant change from the previous year. The reverse is also true. A question can have a statistically significant change from the previous year yet not be below the baseline. The report makes no attempt to identify causes, but leaves that activity to those who are close enough to the program or service to know what was done differently and how those differences may have affected student attitudes.

## **PROGRAMS**

The charts are divided into eight sections that correspond to key survey categories. Each section includes an analysis of any significant changes or trends in the program data, and a report of any items that fell below the FLETC baseline standards. A blue "up" arrow by the chart indicates a statistically significant increase from FY02 and a red "down" arrow indicates a statistically significant decrease from FY02. The 20 questions in the program survey consist of 2 sets of 10 questions. The first 10 questions have 6 answer choices: strongly agree, slightly agree, agree, disagree, slightly disagree, or strongly disagree. The remaining 10 questions have from 2 to 5 answer choices, which range from yes or no, to outstanding, excellent, good, satisfactory, or poor. Other than the overall ratings, and for the purposes of this analysis and report, the responses are grouped simply as agree or disagree, yes or no, or satisfied or unsatisfied.

Faculty Support (Questions 1 & 14) – There were no programs that experienced a statistically significant change from FY02 to FY03 for *The Program Specialist, Training Technician, or Faculty Advisor explained what was expected of students during the program (Question 1)*. *Did you receive satisfactory academic counseling (Question 14)*: Only 79% of the NRPT students who received counseling in FY03 reported satisfaction compared to 94% in FY02. Ninety-six percent of NPRI students who requested counseling were satisfied, resulting in a statistically significant increase from FY02 (67%).

Program Organization (Questions 2 & 15) – Two programs were above the 80% baseline for *Question 2* at FY03 reporting; however, NRPT fell below the baseline level to 67% and NPRI increased from FY02, but it was still below the 80% baseline at 76%. NRPT and NPRI also fell below the 80% baseline satisfaction level for question 15 at FY03 reporting. Details about the individual items are below.

*Proper sequence of courses (Question 2)*: The NRPT fell below the 80% baseline satisfaction level with 58 of the 91 students reporting a 67% satisfaction level. The NPRI remained below the 80% level with 115 of the 151 students reporting a 76% satisfaction level.

*Overlap of courses (Question 15)*: Of the 77 NRPT students who responded to this question, 51 (66%) agreed there was an overlap in content among courses falling below the 80% satisfaction level. Of the 136 NPRI students that responded to this question, 71 (52%) agreed there was an overlap in content among courses falling below the 80% satisfaction level. This resulted in a statistically significant decrease from FY02 reporting. Of the 1651 CITP students who responded to this question, 1260 (76%) agreed there was an overlap in content among courses, remaining below the 80% satisfaction level.

Written Examinations (Questions 8-11) – No programs experienced a statistically significant change from FY02 to FY03 for *Questions 9-11*.

*Exam questions were clear and understandable (Question 8)*: Two programs, NRPT and NPRI fell below the 80% baseline. CITP increased to 81% in FY03 from 74% in FY02. MBPTP increased to 89% in FY03 from 78% in FY02. Of the 90 NRPT students responding, 64 (71%) agreed that the exam questions were clear and understandable. Of the 151 NPRI students responding, 84 (56%) were satisfied with the clarity of exam questions. The NRPT rating fell below the 80% baseline level of satisfaction, and the NPRI rating dropped further below the 80% level, resulting in a statistically significant decrease from FY02. The MBPTP experienced a significant increase in FY03 to 89% from 78% in FY02. The CITP also increased to 81% in FY03 from 74% in FY02.

Student Conduct (Questions 12 & 13) - Both items in this category have an expected baseline of 100%, that is, no cheating should occur, and student conduct should not interfere with learning in the classroom. *Question 12* did not experience a statistically significant change from FY02 to FY03.

*Student conduct interfering with learning in the classroom (Question 13)*: All programs fell below the 100% baseline on this item. Of the MBPTP, NRPT, CITP, and NPRI students, nearly 20%, 16%, 15%, and 9%, respectively, reported that student conduct interfered with learning in the classroom.

Learning Support (Questions 3, 17, & 18) – Neither *Question 3* nor *Question 18* experienced statistically significant changes from FY02 to FY03. *Rate the learning difficulty of this program (Question 17)*: The answer choices for this item are “too difficult,” “about right,” or “too easy.” The MBPTP students (31%) rated their programs as “too difficult” at the FY02 reporting period, but only 21% rated this program “too difficult” for the FY03 reporting period.

*Rate the reading level of student texts and handout materials (Question 18)*: All programs remained above the 80% baseline on this item.

## **ADMINISTRATIVE SERVICES**

Of the 35 items in administrative services, two questions, *Shuttle bus service (off-Center)*, *Question 9*, and *Did you use the Student Center*, *Question 28* fell below the 80% FY03 baseline. Of the 2572 students responding to *Question 9*, 2030 (79%) were satisfied with off-Center shuttle bus service. Of the 4897 students responding to *Question 28*, 2855 (58%) used the Student Center.

## **SUMMARY**

Three program feedback questions, *8* (MBPTP only), *14*, and *17*, experienced a statistically significant increase in satisfaction in FY03. Two program feedback questions, *8* (NPRI only) and *15*, experienced a statistically significant decrease in satisfaction in FY03. One administrative services question (*Promptness of Service in the Dining Hall*, *Question 5*) experienced an increase in satisfaction in FY03. Three questions (*Shuttle Bus Service in Inclement Weather* *Question 8*, *Shuttle Bus Service (off-center)* *Question 9*, and *Did you use the Student Center*, *Question 28*) experienced a statistically significant decrease in satisfaction.